

# CHALET HOTEL L'EAU VIVE 73590 SAINT NICOLAS LA CHAPELLE

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TVA intracommunautaire :FR21479397283

## SELLING CONDITIONS

For **individual** or **family** winter and summer stays

### BOOKING / CONFIRMATION

- A minimum of **5** people is requested to maintain the walking program entirely.
- The booking is guaranteed by our confirmation letter when your deposit is received.

### CANCELLATION /INTERRUPTION of STAY / UNUSED PRESTATIONS

Cancellation and no show will be ruled by the following selling conditions.

#### 1 – From the client

- From 60 to 31 days before your arrival : The hotel is supposed to keep your deposit or the fees are paid.
- From 30 to 21 days before your arrival : The hotel keeps your deposit.
- From 20 to 8 days before your arrival : **50 %** of the total amount of the stay is requested deposit deducted.
- From 7 to 4 days before your arrival : **75 %** of the total amount of the stay is requested deposit deducted.
- Less than 3 days before your arrival or for departure during the stay: **100 %** of the total amount of the stay is requested deposit deducted
- The cancellation fees : Must be paid instead of the percentage of the total amount in case the room is rebooked
  - **20 €**for less than 3 days stay et **40 €**for more than 3 days stay

#### 2 – From the hotel

1/ For a « non walking » holiday :

- Until 21 days before your arrival : Your deposit is returned in totality and **40 €** is paid as a cancellation fees.
- From 20 to 8 days days before your arrival : Your deposit is returned in totality and **20%** of the total amount of the stay is paid by the hotel as a cancellation fees.
- Less than 7 days days before your arrival : Your deposit is returned in totality and the equivalent amount of the deposit is paid by the hotel as a cancellation fees.

2/ For a « walking holiday » :

- If the minimum of **5** people is not reached to guaranty the program, the hotel suggest to the client having restricted program of walks for a lower price or having a non walking holiday instead. If no alternative can be found your deposit will be returned in totality.

### UNUSED SERVICES

- As a package holiday, **no refund can be claimed for any unused service** for personal reason.

### INSURANCE

You can subscribe to a « cancellation insurance », which costs **3 %** of your stay.

Please contact us for further information. EUROP ASSISTANCE – Contrat n° 58 626 373

*These selling conditions are valid as soon as we have received your deposit and we have sent your confirmation letter.*

*The subscription to any holiday means you agree with the prices, the technical information and our selling conditions.*